

Staying ahead of the baby game

International sperm bank improves efficiencies by using QSI's TMSWeb

Like most large companies, Xytex Cryo International, one of the world's largest sperm banks, has a compendium of business challenges ranging from document storage and management, workflow and time management, to communications and employee training. All of these elements are important in order to improve efficiency and profitability, and for maintaining strict compliance requirements.

Xytex is a globally-regulated company located in Augusta, Georgia. They are subject to federal and state regulatory inspections and industry-standard examinations on a frequent basis. They are monitored and regulated by the Food and Drug Administration (FDA), whose focus for this industry includes standards for screening and testing donors and proper record-keeping procedures.

According to Anita Wyllds, who heads Special Projects and Quality Assurance, managing large volumes of donor information and regulatory documents using archaic computer and data storage systems posed significant challenges and required much time and effort. With an estimated 60 to 80 million infertile couples worldwide, Wyllds realized the increasing demands of the expanding fertility industry. She investigated technology solutions to improve the efficiency of Xytex's document and workflow processes.

Wyllds narrowed her search to five companies, and finally chose the TMSWeb system from Quality Systems Integrators (QSI). "I did much research and everything about TMSWeb seemed to be what we needed. It wasn't overwhelming.

It fit our budget," Wyllds said.

In terms of qualitative improvement, "TMSWeb is moving our whole reporting system to a new dimension by allowing us to streamline some reporting processes," Wyllds added. "For example, for adverse reactions or other donor issues we have centralized all the applicable reports right in TMSWeb using a forms module. This way all reports are in one location for investigation and evaluation. The forms module is time-saving. Time is money!"

Tension always mounts when an external agency comes for an audit. With an automated system, the process is much easier. "We had two inspections in the last two months," Wyllds said. "I looked up documents immediately using TMSWeb. It was so convenient. The inspector made a comment in closing that she appreciated how quickly we provided information."

Internal communication is vitally important in any company, and TMSWeb enabled Xytex to exponentially improve its approval process. "TMSWeb allows me to put a document in review and send it to several people at the same time," Wyllds declared. "The faster approval process is what's so great. The medical director can be at the hospital on shift and sign-off remotely from his phone."

With this improved communication and smoother workflow, TMSWeb enables Xytex employees to be more effective, thereby improving productivity. "Documents are definitely added into the system inordinately faster than before," Wyllds claimed. "In the last few days numerous

Benefits of QSI's TMSWeb Quality Compliance Management System

- *Faster Approval Process*
- *Simplified Audits*
- *Improved Notifications*
- *Increased Communication*
- *Empowered Employees*

documents were entered into TMSWeb, revised and published. The turnaround time is amazing," she noted. "Employees are happy. They don't waste blocks of time manually making hardcopies anymore."

In addition, "The training aspect has improved employee morale tremendously." Wyllds explained that employees now complete necessary training modules on-line. The system records it and notifies them of upcoming training mandates, deadlines and where they left off in the system. "Less time is spent on training," Wyllds said. "In the past, training was a very tedious undertaking."

With new software implementation, it's important to have a seamless transition. "I couldn't rate QSI's customer support any higher," Wyllds declared. "I often call during off-hours and they respond immediately or by the next day."

"Another extremely helpful feature is their webinar function, which shows me how to do certain procedures," Wyllds noted. "We can share our desktop with QSI customer support. They take over the screen and we can see precisely how to do things."

Regarding future investments with QSI, Wyllds sees a continued partnership. "I can see where the document and training management module has been most beneficial. The forms and workflow module will soon become our most used area so that we can better track our donors and processes. We see this as the big trend in the future," she anticipated. "It continues to improve our overall effectiveness."

